

Module	Questions	Answers (to Customer)	
Wearing Guide	How do I wear the earbuds correctly?	Make sure the speaker is positioned towards your ear canal. Wearing the earbuds backward can affect their performance and overall experience.	
	How do I choose the right ear grips?	You may not need ear grips, but if the earbuds feel loose or don't fit snugly, we've included M and L ear grips in the accessory box to help secure the fit. Larger sizes offer more stability. Ensure the ear grips are installed correctly for the best experience.	
	How do I attach the ear grips?	As shown in the illustration, attach the ear grip to the rear side of the earbud. Ensure the side with the larger coverage area faces the inner side of the earbud. Be careful not to install them backward.	
	How do I find the ideal wearing angle?	Slide the earbuds up and down to find the most comfortable wearing position. Play audio and adjust the earbuds for the best listening experience.	
	What should I do if the earbuds feel loose?	The product includes M and L-size ear grips. Choose the appropriate size for a better fit. Larger sizes provide more stability.	
	What should I do if the earbuds are uncomfortable?	If you experience discomfort or pain, try adjusting the wearing angle or switching or removing the ear grips.	
Operations	How do I turn on AeroClip?	Open the charging case lid. The LED indicator will stay on for 2 seconds and then start flashing, indicating that AeroClip is on and in pairing or reconnection mode. Note: Remove the insulation film before using AeroClip for the first time.	
	How do I turn off AeroClip?	Place the earbuds back into the charging case and close the lid. The LED indicator will stay on for 2 seconds and then turn off, indicating that AeroClip is powered off.	
	How do I pair AeroClip with devices?	1. Upon first power-on, AeroClip automatically enters pairing mode without any extra steps. Just remove the insulation film, place the earbuds into the charging case, close the lid, and then reopen it to power on the earbuds. 2. After powering off by placing the earbuds into the charging case, reopening the case will automatically reconnect AeroClip to the last paired device.	
	How do I use Dual Connections on AeroClip?	1. Dual Connections is enabled by default on AeroClip. You can turn it on or off, or disconnect devices through the settings in the soundcore app.	

		2. The earbuds enter pairing mode once powered on. After connecting to the first device, place them in the case and press the case button for 3 seconds to re-enter pairing mode. The LED indicator on the case will flash rapidly, allowing you to connect to a second device.
	How does Dual Connections work?	With both your smartphone and computer connected to the earbuds, the earbuds will play audio from the device that starts playback last. For example, if your computer starts playing music first and then your smartphone starts playing audio, the earbuds will switch to the smartphone and pause the computer's audio. Note: Due to compatibility issues, notification sounds may be mistaken as audio and can override the playback.
	How do I control music with AeroClip?	1. Triple-tap the touch control area to skip to the next track. 2. Double-tap the touch control area to play or pause. 3. The controls can be customized in the soundcore app.
	How do I manage calls with AeroClip?	1. Double-tap the touch control area to answer an incoming call. 2. Double-tap the touch control area to hang up during a call. 3. Triple-tap the touch control area to reject an incoming call. 4. If connected to two phones, and Phone A is on a call while Phone B receives a call, double-tap to hang up Phone A and answer Phone B, or triple-tap to reject the call on Phone B.
	How do I adjust the volume using tap controls?	Volume adjustment via tap controls is disabled by default. You can enable it by customizing the tap controls in the soundcore app.
	Does AeroClip support voice assistants?	The feature is disabled by default. Enable it through the Controls settings in the soundcore app.
	How do I reset AeroClip?	Place the earbuds in the charging case and leave the lid open. Press and hold the case button for 10 seconds until the light turns red. It will flash red three times and then flash white, indicating a successful reset.
	How long does AeroClip turn off if I don't use it?	If not connected to any Bluetooth device, the earbuds will automatically power off after 30 minutes. You can customize this power-off time in the soundcore app.
	How do I turn off AeroClip's prompts?	The tap prompt tone and low battery tone can be turned on or off in "More Settings" in the soundcore app.
	What sound effects does AeroClip support?	By default, AeroClip uses the soundcore Signature. Additional sound effects available in the soundcore app include Bass Booster, Volume Booster, Classical, Podcast, Treble Booster, and Custom EQ.
	Can I expand the joints of the earbuds?	Yes, you can gently expand the joints for a more comfortable fit but do not expand it more than 5mm to avoid damaging your AeroClip. The joint is made from 0.5mm memory titanium wire and soft TPU to

		accommodate your ear shape and evenly distribute pressure.
Abnormal Tapping Function	Why can't AeroClip answer or end calls in apps using tap controls?	AeroClip only supports answering, hanging up, and rejecting calls for carrier-based phone calls on your mobile device. It doesn't support call functions for third-party apps or software.
	Why can't AeroClip pause or play music using tap controls?	1. AeroClip only controls audio players. Video apps may not respond to play/pause commands. 2. Some devices may not be compatible with the play/pause function. 3. On Windows computers, music controls don't work when the screen is locked. Please unlock the screen and try again. 4. Make sure only one music player app is open to avoid conflicts that could prevent the play/pause commands from working. 5. If the issue persists, please contact soundcore customer support for assistance.
Abnormal Dual Connections Experience	Why can't AeroClip use Dual Connections during a call?	AeroClip can't enter pairing mode during a call. To use Dual Connections, please end the call and try again.
	Why does AeroClip experience sound delay when using Dual Connections?	When AeroClip is connected to both a phone and a computer, a short delay of about 3-5 seconds may occur when switching between the two. This happens because the phone needs to release the A2DP channel before the computer can take over. A similar delay occurs when switching from the computer to the phone, which is normal.
	What should I do if there's no sound after switching devices with Dual Connections?	If Device A is paused and the audio doesn't automatically switch to Device B, you may need to manually switch the audio to Device B.
Bluetooth Connection Related	Why can't I find my AeroClip in the Bluetooth list?	Make sure the earbuds are in Bluetooth pairing mode before searching for them. Here's how to enter pairing mode: 1. For first-time use, remove the earbuds from the case, take off the insulation film, place them back into the case, close the lid, then reopen it to power on the earbuds. They will automatically enter pairing mode. 2. For subsequent uses, press the case button for 10 seconds until the light turns red, and they will enter pairing mode.

	Why can't my AeroClip automatically reconnect to previously paired devices?	1. Reconnecting with one device after power-on takes 10 seconds, and reconnecting after going out of range takes 10 minutes. For two devices, the reconnection time doubles. Ensure the Bluetooth on the device is turned on within this time frame. Turn on the earbuds and keep them close to the device to reconnect. 2. Try the following: - Restart the earbuds and try again. - On the device, click the earbuds in the Bluetooth list to initiate reconnection. - Access the soundcore app on a connected device and select a previously paired device to reconnect. - Delete the Bluetooth pairing records, activate pairing mode on the earbuds, and try reconnecting. - Reset the earbuds and try reconnecting. 3. Keep the earbuds close to the device and avoid obstacles like walls in between.
	How to fix lagging or disconnection issues with AeroClip?	1. Keep the earbuds close to the device and avoid obstacles like walls in between. 2. Avoid poor network conditions or interference. Try switching to a different network or changing your surroundings to minimize interference from high power interference sources. 3. Make sure both the earbuds' firmware and the device's system are up to date. 4. In crowded areas (e.g., train station waiting zones), signal interference and frequency band overload may cause lag or disconnections, which is normal.
	What should I do if AeroClip isn't charging or disconnecting from Bluetooth when returned to the case?	1. Check if the charging contacts in the case are recessed. If they are, apply a small amount of alcohol to them, then gently press the contacts with tweezers or a pointed tool a few times until they pop back out. After that, wipe off any residual alcohol. 2. Check if there is any dirt or debris on the earbuds or charging contacts. Clean them with alcohol and a cotton swab if needed. 3. Ensure that the ear grips are properly installed and securely in place.
	Sound Related What should I do if AeroClip disconnects, the sound is choppy, or there's no sound during calls?	1. Avoid gaming during calls. 2. Some phones may have a high power output, which can cause voice distortion or excessive noise during calls when the earbud volume is high. Try lowering the volume. 3. If you're using a call software, try moving the earbuds closer to the device. Make sure the input and output are set correctly in the software. Switch the output to your device's speaker and then back to the earbuds to restore normal call quality. 4. Avoid poor network conditions or interference. Try switching to a different network or changing your surroundings to minimize interference from high power interference sources.

		5. Make sure your earbuds, call software, and device system are up to date. Update them to the latest versions.
	What should I do if the music quality is poor?	1. Adjust the EQ settings in the soundcore app to improve sound quality. 2. If the earbuds are connected to your phone and music plays during a call, the sound quality will deteriorate, as transmission through HFP lowers its quality. 3. When connected to a MacBook, opening the input/output settings page can cause the earbuds to enter call mode, which lowers audio quality. Close the settings page. If using a Windows computer, ensure "soundcore AeroClip" is selected as the output device. 4. Check the quality of the song being played. Use the original version for the best sound experience. 5. Check if the video has sound quality issues. Try changing the video source.
	What should I do if the sound from the left and right earbuds is unbalanced?	1. Ensure you are not wearing the earbuds backward. 2. Adjust the position of the earbuds to align the speaker with your ear canal. 3. Reset the earbuds. Return the earbuds to the case, close the lid, then reopen it. Press the case button for 5 seconds to reset the device, then pair it again.
Call Related	What should I do if there's no ringtone in the earbuds when I get an incoming call?	1. Check if the device is in silent mode. 2. On iPhone, disable Attention Aware features. Go to Settings > Face ID & Passcode, and turn off Attention Aware Features. 3. For some calling apps, if the app isn't open, you may not hear the ringtone for incoming calls. Ensure the app is open or permitted to receive call notifications in the background.
	What should I do if no sound comes out of the earbuds after I pick up a call on my iPhone?	If you answer the call by tapping the earbuds, your iPhone will automatically route the audio to the earbuds. If you answer on the phone, the audio will come through the phone speaker. To route the audio to your earbuds, on your iPhone, go to Settings > Accessibility > Touch > Call Audio Routing, and select Bluetooth Headset.
	What should I do if the call quality is poor?	1. Make sure you're wearing the earbuds in the correct ears and orientation. 2. Adjust the earbuds to bring the speaker closer to your ear canal. 3. Check if the microphone is blocked. If it is, clean the mesh. 4. Call quality can be affected by software issues, signal strength, or environmental factors.

	What should I do if the other party cannot hear me during a call?	1. Check the Microphone Status: Ensure your earbud microphone and the call software are not muted. 2. Check the Input Settings of the Call App: Use the input detection feature in the app to ensure it's properly set up to use the earbud microphone. Restart the call if needed. 3. For Windows Users (Win 10): - In Settings, search for "Turn on or off mono audio." - Go to Change Other Sound Settings > Playback. - Disable Stereo mode and enable Hands-Free mode for optimal audio performance. What Are the Two Modes: Stereo Mode: Does not support microphone usage. It provides better sound quality with high-quality stereo transmission. Hands-Free Mode: Allows microphone use for voice calls and audio playback simultaneously, but the sound quality is generally lower.
App Related	What should I do if I cannot enter the soundcore app?	1. When the earbuds are connected to two devices, you can only access the soundcore app on one of them. Check if the app is open on both devices. If so, fully close it on one of the devices and try again. 2. If you're using an iOS phone, check if you're attempting to open the app during a call. The app cannot be entered during a call; try again after the call has ended.
	What should I do if I can't find AeroClip in the soundcore app?	1. Connect AeroClip to your phone. 2. Open the soundcore app. 3. On the main screen, tap the earbud icon. 4. Select "AeroClip" to connect.
	Why isn't the EQ setting working?	1. The sound effects in the soundcore app only apply to media audio, not to calls. 2. The custom EQ adjustment range is limited to a maximum of 6 dB.
	What should I do if the firmware upgrade fails on AeroClip?	1. Do not disconnect during the upgrade. 2. Do not disconnect from the network during the upgrade. 3. Do not close the app during the upgrade. 4. Keep the earbuds in standby mode during the upgrade. 5. Go to your phone's settings and clear the soundcore cache in application management. 6. If the upgrade fails, try again.
Charging Related	What should I do if the AeroClip is not charging?	1. Ensure the case's charging port and the cable connectors are clean and free of any debris. 2. Try a different charging cable. While the original cable is recommended, test with another cable to see if the issue persists. 3. Ensure that the output current of the charging adapter is sufficient. Check the required input current on the charging case and confirm the adapter's output exceeds it.

		5. Inspect the pins inside the case for any debris and clean them if necessary. 6. Check if the pins inside the case are recessed or damaged. 7. Check the earbud pins for dirt or grime and clean them if necessary.
Indicator Related	What do the indicator lights mean for powering on/off and Bluetooth status?	1. Power On: When you open the case, the LED indicator turns on for 3 seconds. 2. Power Off: When you close the case, the LED indicator turns on for 3 seconds. 3. Bluetooth Pairing Mode: The white light flashes every second. 4. Bluetooth Pairing Successful: The white light stays on for 3 seconds, then turns off. 5. Bluetooth Disconnected: You'll hear a disconnection tone, and there will be no light indication. 6. Bluetooth Reconnected: You'll hear a prompt tone, and there will be no light indication.
	What do the indicator lights mean for battery level?	1. Charging: The white light breathes every 2 seconds (this may be interrupted by other actions). 2. Fully Charged: The white light stays on for 10 seconds, then turns off. 3. Battery Life Notifications: You'll hear a notification when the battery has 30 minutes remaining, and again at 15 minutes.
Specifications	How long does AeroClip's battery last?	The battery typically lasts about 8 hours with continuous music playback at 50% volume using the default soundcore Signature sound effect. However, battery life can vary based on the audio content and volume. The higher the volume, the shorter the battery life. Note: Enabling additional features in the app, like changing sound effects, may reduce the battery life.
	Loudest Volume	84 dB
	Charging Time	Earbuds: 50 minutes Charging Case: 2 hours
	Bluetooth Version	5.4
	Supported Audio Codecs	SBC, AAC
Volume Related	What should I do if the bass is weak on AeroClip?	You can select different sound effects in the soundcore app. To enhance the bass, go to Sound Effects > Bass Booster to enhance the bass. To customize EQ, go to Sound Effects > Custom EQ.

	What should I do if the earbuds' volume is not synchronized with the connected device?	If the volume is low and adjusting it doesn't help, it could be due to one of the following issues. Here's a troubleshooting guide: 1. Volume Sync Issue (Android Phones) - Open your phone's settings. - Go to Bluetooth. - Find your connected Bluetooth headphones. - Enable the "Media Volume Sync" option. 2. Volume Sync Issue (iOS Phones) - Disable Reduce Loud Audio as it limits the maximum volume of the earbuds. 3. Desktop Computer or Laptop Compatibility - Ensure the volume is set to maximum on both the computer and the earbuds.
	What should I do if the earbuds' volume is low?	1. Adjust the wearing angle. If the speaker is too far from your ear canal, it may result in low volume. Adjust the earbuds to bring the speaker closer to your ear canal for better sound. 2. Check if the left and right earbuds are swapped. Wear them in the correct ears. 3. Check if the earbuds are worn backward. Make sure they're correctly oriented. 4. Consider the environment. In noisy environments, the volume may seem lower. Try moving to a quieter area. 5. Check if the speaker is blocked. If so, clean it to restore optimal sound quality.
	What should I do if the sound quality is poor or unclear?	You can adjust the sound in the soundcore app: Sound Effects > Custom EQ.
	What should I do if there's sound leakage?	1. As AeroClip is designed as open-ear air-conduction earbuds, some sound leakage is normal at high volumes. 2. We recommend choosing an appropriate volume level based on your use and environment. 3. Adjust the earbuds to move the speaker closer to your ear canal to minimize sound leakage.
Battery Related	Why does the battery life decrease over time?	Battery health naturally declines with prolonged use of electronic devices, leading to shorter battery life. To help slow down this process, avoid letting the battery drop below 20% or waiting until it completely depletes before charging the earbuds and case. Additionally, charge the earbuds and case at least once a month to prevent over-discharging the battery.

Waterproof of Related	What is the waterproof rating of AeroClip?	1. soundcore AeroClip has an IPX4 water resistance rating, meaning it can withstand light sweat and slight rain, making it suitable for exercise. However, IPX4 does not protect against submersion in water. Higher ratings like IPX7 or IPX8 are needed for such protection. To prevent damage, avoid activities that cause excessive sweating while using the earbuds. 2. After exercise, if there's moisture or sweat on the earbuds, clean them before returning them to the charging case.
	How can I better maintain and care for AeroClip?	1. We recommend using the earbuds at least once a month to avoid battery depletion and over-discharge, which can affect the battery life. 2. Avoid letting the battery drop below 20% or waiting until it completely depletes before charging the earbuds and case. 3. Store them on a dry, flat surface. If the earbuds or charging case accidentally get wet, dry them with a hairdryer on the cool setting. 4. Do not use the earbuds in a low-pressure environment. 5. Avoid excessive force that can cause irreversible damage to the earbuds or charging case. 6. Do not use the earbuds in a humid environment.
Maintenance	How should I deal with foreign objects and liquids entering the charging port?	Remove any foreign objects and liquids from the charging port and let it air dry for 24 hours before charging.
	How does AeroClip compare to C30i?	1. Clearer sound with enhanced detail and layering. 2. Exquisite and durable appearance. 3. Upgraded chip for a higher Bluetooth version and more stable connection. 4. Improved battery life. 5. The soundcore app offers more customization features. 6. AeroClip's joints are more flexible.
Comparison with previous models	How does AeroClip compare to C40i?	1. Higher maximum volume, enhanced detail and layering, dual-microphone noise reduction, and more intuitive control through tapping. 2. Exquisite and durable appearance. 3. Upgraded chip for more stable functionality and longer battery life. 4. The soundcore app offers more customization features. 5. AeroClip's joints are more flexible, offering a more comfortable fit.